

CITY OF HAMILTON, OHIO

No. 106

ADMINISTRATIVE DIRECTIVE

Effective Date: 2-22-16

Supersedes No. 115 dated 11/18/88 , No. 106
dated 05/03/00

Approved by: Joshua A. Smith,
City Manager

SUBJECT: Telephone Technique

PURPOSE: To establish an acceptable and uniform procedure for answering the telephone.

1. Policy.

- a. The City of Hamilton has a “Customer First Policy” already in place (see attached). This directive has been revised to emphasize the already established Customer First Telephone Technique.

2. Procedure.

- a. Phone messages received will be responded to (if requested) in a timely manner- two business days – even if just to acknowledge receipt. An estimate of time to resolve the problem will be given if applicable.
- b. Calling coming from external sources will be answered with a consistent greeting such as “Hello, Hamilton City Manager’s Office, this is Joshua, how may I help you?”
- c. Employee will take responsibility for providing a solution and/or options to the customer’s request.
- d. Announce the caller to the person receiving the transfer; provide the caller with the name of the person and department they are being transferred to, along with their phone number (if applicable). If the transfer cannot be accomplished (busy, no answer, or that person is unavailable), the employee will reconnect with the caller and ask if they want to leave a voice message.
- e. Voice mail messages will include employee’s name, working hours, and an optional phone number for customers to call. If out-of-office for more than one business day, use an alternative voice mail message to provide contact information.
- f. Thank the customer for calling and ask if further assistance is needed prior to concluding the call.
- g. It is requested that you remind your personnel from time to time of the advantages of proper telephone manners.